

**FORM NL - 41 - GRIEVANCE DISPOSAL**



Registration No. 102

Date of Registration with the IRDA: 23.10.2000

Insurer: ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED

Date: 30-Sep-16

**Grievance Disposal for the Period Upto 30th Sep 2016 During the Financial Year 2016-17**

Sl No.	Particulars	Opening Balance * As on beginning of the H1	Additions during H1	Complaints Resolved/ Settled during the H1			Complaints Pending at the end of the H1	Total complaints registered upto H1
				Fully Accepted	Partially Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
	a) Proposal Related	0	1	0	0	1	0	1
	b) Claim	13	215	90	51	84	3	215
	c) Policy Related	6	66	50	8	12	2	66
	d) Premium	0	7	2	0	5	0	7
	e) Refund	0	5	4	0	1	0	5
	f) Coverage	0	1	1	0	0	0	1
	g) Cover Note Related	0	0	0	0	0	0	0
	h) Product	0	0	0	0	0	0	0
	i) Others	4	104	56	12	39	1	104
	<b>Total Number of Complaints</b>	<b>23</b>	<b>399</b>	<b>203</b>	<b>71</b>	<b>142</b>	<b>6</b>	<b>399</b>

2	Total No. of Policies during previous year:	7,15,012
3	Total No. of Claims during previous year:	1,56,403
4	Total No. of Policies during current year:	8,57,186
5	Total No. of Claims during current year:	1,76,852
6	Total No. of Complaints (current year) per 10,000 policies (current year):	2.15
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	12.16

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	3	0	3
	b) 7 - 15 days	3	0	3
	c) 15 - 30 days	0	0	0
	d) 30 - 90 days	0	0	0
	e) 90 days & Beyond	0	0	0
	<b>Total Number of Complaints</b>	<b>6</b>	<b>0</b>	<b>6</b>

\* Opening balance should tally with the closing balance of the previous financial year